

**Minutes
Customer Service and Operations Committee
October 14, 2010**

The meeting was called to order at 11:02 a.m. by Committee Chair, Mr. Zimmerman.
Present were:

Committee Members

Mr. Christopher Zimmerman, Chair
Mr. Anthony Giancola
Mr. Peter Benjamin
Mr. Gordon Linton

Other Members Present

Mr. Jim Graham
Ms. Catherine Hudgins
Ms. Betty Hewlett
Mr. Jeff McKay
Mr. Mortimer Downey
Mr. Marcel Acosta

Approval of Agenda

Mr. Zimmerman noted the agenda was accepted as presented by unanimous consent.

Approval of Minutes

Mr. Benjamin noted there was a duplication of an information item in the September 16, 2010 minutes. Mr. Zimmerman noted the minutes would be corrected and resubmitted for approval at the November 4, 2010 meeting.

Action Items

A. Transfer of Jurisdiction of Regional Paratransit Coordinating Committee

Mr. Benjamin moved, seconded by Mr. Giancola approval to:

- Abolish the Regional Paratransit Coordinating Committee and transfer the coordination of ADA paratransit service to the Jurisdictional Coordinating Committee.

The motion passed unanimously.

Information Items

A. Accessibility Advisory Committee Governance

Mr. Millis provided a briefing on a proposal to amend the reporting relationship of the Accessibility Advisory Committee so that the Committee will now advise Metro's Board of Directors. Staff will bring an action item to the Board for approval.

B. Migrating to Open Payments

Ms. Kissal provided a briefing on Metro's Open Payments initiative outlining actions taken to date, the strategy for the program and go forward actions required to achieve the program's goals. Mr. Linton, requested staff and specifically the Office of Inspector General, evaluate upgrades to the current fare collection system in relation to potential open payment migration.

C. Elevator and Escalator Assessment

Mr. Kubicek provided the Committee a review of an independent assessment of Metro's elevator and escalator maintenance program, which focused on an audit of high visibility equipment, workforce utilization/procedures and Metro's maintenance management tracking system. Board requested staff provide to the Board:

- A memorandum that explains when the escalator/elevator cost comes from the jurisdiction or when it is a regionally-shared cost.
- Copy of the entire assessment

D. Vital Signs Report

Ms. Burnside presented the monthly report on Metro's performance in key areas of safety, security and service reliability. The report introduced two new key performance indicators: rail fleet reliability and customer comment rate. Mr. Linton requested benchmarking to other transit agencies be incorporated into future reports. Mr. Benjamin commended staff for a well-defined and structured report that effectively communicates Metro's performance.

The meeting adjourned at 12:54 p.m.